



Troubleshooting Migration Issues

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Troubleshooting for the Secure Firewall Migration Tool

A migration typically fails during the Fortinet configuration file upload or during the push of the migrated configuration to management center.

Some of the common scenarios where the migration process fails are:

- Unknown or invalid characters in the Fortinet configuration file
- Incomplete or missing elements in the Fortinet configuration file
- Loss of network connectivity or latency

Secure Firewall Migration Tool Support Bundle

The Secure Firewall migration tool provides the option to download a support bundle to extract valuable troubleshooting information like log files, DB, and configuration files. Perform the following:

1. On the **Complete Migration** screen, click the **Support** button.
The Help support page appears.
2. Check the **Support Bundle** check box and then select the configuration files to download.



Note The Log and dB files are selected for download by default.

3. Click **Download**.
The support bundle file is downloaded as a .zip to your local path. Extract the Zip folder to view the log files, DB, and the Configuration files.
4. Click **Email us** to email the failure details for the technical team.
You can also attach the downloaded support files to your email.

5. Click **Visit TAC page** to create a TAC case in the Cisco support page.



Note You can open a TAC case at any time during the migration from the support page.

Logs and Other Files Used for Troubleshooting

You can find information that is useful for identifying and troubleshooting issues in the following files.

File	Location
Log file	<code><migration_tool_folder>\logs</code>
Pre-migration report	<code><migration_tool_folder>\resources</code>
Post-migration report	<code><migration_tool_folder>\resources</code>
unparsed file	<code><migration_tool_folder>\resources</code>

Troubleshooting Fortinet File Upload Failures

If your Fortinet configuration file fails to upload, the reason is that the Secure Firewall migration tool could not parse one or more lines in the file.

You can find information about the errors that caused the upload and parsing failure in the following locations:

- Error message displayed by the Secure Firewall migration tool—Provides a high-level summary of what caused the failure.
- Pre-Migration Report—Review the Configuration Lines with Errors section to see which lines in the Fortinet configuration file caused the failure.
- Log file—Search on the word "error" to view the reason for the failure.
- Unparsed file—Look at the end of the file to identify the last ignored line of the Fortinet configuration file that was successfully parsed.